TENANT SATISFACTION MEASURES (TSM)

Approach to Perception TSMs

Nehemiah used M.E.L. Research (MEL), a specialist market, social and behavioural research and insights consultancy based in Birmingham, to conduct its perception TSM surveys for the year to 31 March 2024.

A phased approach was used to generate reported perception TSMs. MEL conducted three survey waves for the year during July 2023, November 2023, and March 2024.

The Association owns over 1,234 Low-Cost Rental Accommodation (LCRA) and 3 Low-Cost Home Ownership (LCHO) and have opted to report LCRA & LCHO combined TSM results. A further 13 units are managed but not owned. 25 Units of its owned stock are managed externally. 9 units are on long term void therefore unoccupied. The Association therefore had **1214 tenanted LCRA** at the time of this report.

a. a summary of achieved sample size (number of responses)

A total of 342 survey responses were achieved including 340 LCRA and 2 LCHO.

b. timing of survey

A phased approach was used to generate perception TSMs. The surveys were carried in three waves in July 2023, November 2023, and March 2024. Each wave lasted approximately two weeks to gain the required response rates.

c. collection method(s)

MEL have been instructed to use telephone surveys to collect tenant perception survey satisfaction results.

d. sample method

Registered providers with fewer than 2,500 dwelling units are required to achieve a margin of error at a 95% confidence level i.e. + / - 5%. For Nehemiah this means that a minimum sample size of 295 survey responses need to be attained by MEL each year for its tenant population. To minimise survey fatigue the Association targeted 400 surveys per year (133 surveys per each of the three survey waves, completed July, November, and March each year).

Calculator. net

Sample Size Calculator

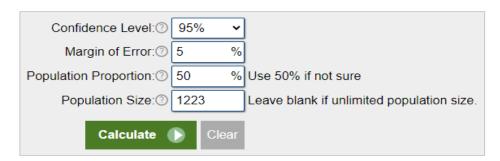
Find Out The Sample Size

This calculator computes the minimum number of necessary samples to meet the desired statistical constraints.

Result

Sample size: 293

This means 293 or more measurements/surveys are needed to have a confidence level of 95% that the real value is within ±5% of the measured/surveyed value.



MEL Research use a **stratified sampling** technique, where the Nehemiah rented stock is broken down into tenure type, age groupings and local authority groups. This determines the annual target groups that the Business wishes to receive responses from, to ensure that the survey results are representative of its stock types. See annual targets below.

Table 1 - Stratified Sampling - Nehemiah Target sample - @June 2023

		Stock			S	Stock	
Row Labels	Bham & Cov	Dudley, Sandwell & Walsall	Wolverhampton	Grand Total	Tenure Type	Count	
16-44	13%	8%	13%	35%	General Needs	939	T
45-64	21%	5%	13%	39%	HfOP & Sheltered	272	T
65+	10%	8%	7%	26%	Grand Total	1211	I
Grand Total	45%	21%	33%	100%			F
		Annual Targets			Annua	al Targets	
Row Labels	Bham & Cov	Dudley, Sandwell & Walsall	Wolverhampton	Grand Total	Tenure Type	Count	I
16-44	54	31	54	138	General Needs	310	Ι
45-64	86	21	51	158	HfOP & Sheltered	90	I
65+	41	33	29	104	Grand Total	400	I
Grand Total	181	86	133	400			ŀ
		Targets	s per wave				
Row Labels	Bham & Cov	Dudley, Sandwell & Walsall	Wolverhampton	Grand Total	Tenure Type	Count	Γ
16-44	18	10	18	46	General Needs	103	
45-64	29	7	17	53	HfOP & Sheltered	30	Ι
65+	14	11	10	35	Grand Total	133	I
Grand Total	60	29	44	133			Т

The number of tenants as at June 2023 was 1,211.

e. summary of the assessment of representativeness of the sample against the relevant tenant population (including reference to the characteristics against which representativeness has been assessed)

TP01	Relevant tenant population (dwelling units % total)		Total survey responses (% total)	Calculated satisfaction score	
Nehemiah					
LCRA	1220	100%	340	100%	77.6%
Check: Housing type					
Sheltered housing	280	23%	76	22%	81.6%
General needs housing	940	77%	264	78%	76.5%

LCHO	3	0%	2	1%	50%
Check: Housing type					
General needs housing	3		2		50%

TP01	Relevant tenant population (dwelling units % total)		Total survey responses (% total)	Calculated satisfaction score	
Nehemiah					
Combined	1223	100%	342	101%	77.5%
Check: Housing type					
Sheltered housing	280	23%	76	22%	81.6%
General needs housing	943	77%	266	78%	76.3%

f. any weighting applied to generate the reported perception measures (including a reference to all characteristics used to weight results)

No weighting applied.

g. the role of any named external contractor(s) in collecting, generating, or validating the reported perception measures

MEL Research are contracted by Nehemiah and work closely with the Association to collect tenant perceptions data, generate the scores and report on the results with driver analysis.

h. the number of tenant households within the relevant population that have not been included in the sample frame due to the exceptional circumstances described in paragraph 63 with a broad rationale for their removal

N/A

i. reasons for any failure to meet the required sample size requirements summarised in Table 5

All sample size requirements were met.

j. type and amount of any incentives offered to tenants to encourage survey completion

For each of the 3 survey waves, participating tenants of the TSM survey are entered into a prize draw to win a £50 love2shop voucher.

k. any other methodological issues likely to have a material impact on the tenant perception measures reported.

None identified.